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December 1, 2004

Dear Mr. Griffin,

We have been using DiscoverStation at our library since September 2003. We are delighted with the overall service and support we have received from the Useful team, and have already recommended DiscoverStation to a handful of other libraries across Canada.

Since the switch to DiscoverStation, the computer usage by our patrons has significantly increased, patron's public computing experience has been made easier and has enabled us to offer better access to a wider variety of software applications. Specifically, session timing, multi-lingual options, privacy protection, and the Office Suite software has been very useful.

The implementation of DiscoverStation has reduced our library's cost for hardware, software, and maintenance by almost fifty percent. In addition, DiscoverStation in our library has significantly reduced the time our IT staff spends managing and supporting our public computers. The technical competency from your team made set-up a breeze, and the support we have received since has been tremendously responsive.

As the company has grown it is nice to see that new efforts have been made to keep up with demands. Thank you, Useful.

Yours truly,

A handwritten signature in cursive script that reads "Nancy Collins".

N. Collins

Coquitlam Public Library